

NMCI Contract N00024-00-D-6000
Awarded 6 October 2000



Attachment 2C
Old Service Level Agreements Mapping

SLA Name	OLD PC	PC Name	Increment 1	Transition	Additional SLAPCs	Contract Main Body	SOO	Cus. Sat. Incentives	Increment 2	No Longer Required . Delete
Desktop Hardware and Operating System	01C1	Installation Accuracy	101							
	01C2B	Availability	101							
	01C3B	Problem Resolution	101							
	01C4	Customer Satisfaction						X		
Standard Office Automation Software	02C1	Installation Accuracy	101							
	02C2	Software Currency					X			
	02C3	Interoperability	101							
	02C4	Customer Satisfaction						X		
E-mail Services	03C1	Availability	103.1.3						103.1.1	
	03C2B	Problem Resolution	101							
	03C3	Performance of E-mail Transfer		X					103.1.2	
	03C4	Interoperability	101							
	03C5	Customer Satisfaction						X		
Directory Services	04C1	Availability		X					103.1.1	
	04C2	Responsiveness - network connected		X					103.1.2	
	04C3	Responsiveness - dial in	103.7.2							
	04C4	Timeliness of Directory Updates	105							
	04C5	Accuracy of Global On-line Directory								X
	04C6	Interoperability	101							
	04C7	Customer Satisfaction						X		
File Shared Services	05C1	Availability	103.3.1							
	05C2B	File share data integrity	101							
	05C3B	File share data integrity	101							
	05C4	Shared file performance - network	103.3.2							
	05C5	Shared file performance - dial in	103.7.2							
	05C6	Customer Satisfaction						X		
Web Access Services	06C1	Availability		X					103.2	
	06C2	Performance of NMCI Web Access		X					103.2	
	06C3	Interoperability	101							
	06C4	Customer Satisfaction						X		
Newsgroup Services	07C1	Availability								X
	07C2	Interoperability	101							
	07C3	Performance								X
	07C5	Customer Satisfaction						X		
Print Services	09C1B	Availability	101, 103.4							
	09C2	Accessibility					X			

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	09C3	Average Density					X			
	09C4	Customer Satisfaction						X		
NMCI Intranet Performance	10C1	Availability	107.1						103.1.1	
	10C2L	Latency and Packet Loss	107.2							
	10C2PL	Latency and Packet Loss	101							
	10C3	Interoperability	101							
	10C41	Problem Resolution	102							
	10C42	Problem Resolution	102							
	10C5	Customer Satisfaction						X		
NIPRNET Access	11C1	Availability		X					103.2	
	11C2L	Latency and Packet Loss		X					103.1.2	
	11C2PL	Latency and Packet Loss		X					103.1.2	
	11C3	Interoperability	101							
	11C4	Customer Satisfaction						X		
Internet Access	12C1	Availability							103.2	
	12C2	Interoperability	101							
	12C3	Customer Satisfaction						X		
Mainframe Services Access	13C1	Availability	103.6							
	13C2	Interoperability	101							
	13C3	Customer Satisfaction						X		
Desktop Access to Government Applications	14C1	Availability	103.6							
	14C2	Interoperability	101							
	14C3	Customer Satisfaction						X		
Moves, Adds and Changes	15C1B	Responsiveness	105							
	15C2	Government Operational Direction								X
	15C4B	Performance	105							
	15C5	Customer Satisfaction						X		
Software Distribution and Upgrades	16C1	Upgrade Backouts								X
	16C2	Upgrades Currency					X			
	16C3	Patches currency					X			
	16C4	Customer Satisfaction						X		
User Training	17C1	Security Training Execution Reporting					X			
	17C2	User Training Execution Reporting					X			
	17C3	User Training Availability Reporting					X			
	17C4	Quality						X		
Unclassified Remote Access	18C1	Availability	103.7.1							
	18C2	Capacity			X					

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	18C3	Performance								X
	18C5	Customer Satisfaction						X		
Classified (secure) Remote Access	19C1	Availability	103.7.1							
	19C2	Capacity								X
	19C3	Performance								X
	19C5	Customer Satisfaction						X		
Portable Workstation Wireless Dial-in	20C1	Meantime to repair/replace for hardware components								X
	20C3	Customer Satisfaction						X		
Organizational Messaging Service	20AC1	Availability	101							
	20AC2	Problem Resolution	101							
	20AC3	Interoperability	101							
	20AC4	Customer Satisfaction						X		
Desktop Video Teleconference Services	21C1	Availability								X
	21C2	Audio and Video Quality (Integrity)								X
	21C3	System Performance								X
	21C4	Gateway Capacity								X
	21C5	Interoperability	101							
	21C6	Customer Satisfaction						X		
	21C7	Reliability of Session Initiation								X
Voice Communications	22C1	Availability					X			
	22C2	Dial Tone Delay					X			
	22C3	Grade of Service (GOS) – End User-to-End User Calls (Intra NMCI)					X			
	22C4	Grade of Service (GOS) – End User to External Networks					X			
	22C5	Latency					X			
	22C6	Delay Variation / Jitter					X			
	22C7	Trouble Repair Times					X			
	22C8	Operator-Assisted Calling					X			
	22C9	Absolute Echo Path Delay					X			
	22C10	Interoperability	101							
	22C11	Customer Satisfaction						X		
Voice Mail	22AC1	Voice Mail Grade of Service					X			
	22AC2	Voice Mailbox Size					X			
	22AC4	Customer Satisfaction						X		
Basic Help Desk Services	23C1NP	Responsiveness - Response time							104.2	
	23C1NP1	Responsiveness - Response time	104.1.1							
	23C1NP2	Responsiveness - Response time	104.1.1							

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	23C1P	Responsiveness - Response time	104.1.1						104.1.2	
	23C1P1	Responsiveness - Response time	104.1.1							
	23C1P2	Responsiveness - Response time	104.1.1							
	23C2	Responsiveness - Percentage of calls abandoned	104.3							
	23C3	Responsiveness - Level of customer satisfaction						X		
	23C4B1	Responsiveness - General Administration including Establishing User Accounts and Update/Reset Passwords	101							
	23C4B2	Responsiveness - General Administration including Establishing User Accounts and Update/Reset Passwords	105							
	23C5B	Responsiveness - Percentage of calls to the Help Desk that are resolved on first contact within 30 minutes	104.4							
	23C6	Responsiveness - Compliance with escalation procedure								X
	23C7	Responsiveness - User message by helpdesk Automated Call Distribution system of unplanned service outages, and expected return to service status								X
WAN Network Connectivity	24C1	Availability	107.1						103.1.1, 103.2	
	24C3	Percent Bandwidth Used			X					
	24C41	Problem Resolution Wide Area Network Service	102							
	24C42	Problem Resolution Wide Area Network Service	102							
	24C4A1	Problem Resolution – Network Redundancy	102							
	24C4A2	Problem Resolution – Network Redundancy	102							
	24C5	Interoperability	101							
	24C6	Customer Satisfaction						X		
BAN/LAN Communication Services	25C1B	Availability		X					103.1.1	
	25C1L	Availability		X					103.2	
	25C2	Latency	107.2	X					103.1.2	
	25C3	Percent Bandwidth Utilization on Shared Network Segments			X					

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	25C4	Problem Resolution	102							
	25C4B1	Problem Resolution	102							
	25C4B2	Problem Resolution	102							
	25C5	Interoperability	101							
	25C6	Customer Satisfaction						X		
Movable VTC Seat	26C1	Availability							107.3	
	26C2	Video Quality							107.3	
	26C3	Gateway Capacity					X			
	26C4	Multi-Point Capacity					X			
	26C51	Reliability of Session Initiation							107.3	
	26C52	Reliability of Session Initiation					X			
	26C6	Interoperability	101							
	26C7	Customer Satisfaction						X		
Proxy and Caching Service	26AC1	Availability		X					103.2	
	26AC2	Average Hit Ratio								X
	26AC4	Customer Satisfaction						X		
External Networks	27C1	Availability					X			
	27C2	Implementation Time					X			
	27C3	Percent Bandwidth Used					X			
	27C41	Problem Resolution	101							
	27C42	Problem Resolution	102							
	27C5	Interoperability	101							
	27C6	Customer Satisfaction						X		
Network Management Service -- Asset Management	28C1	Time to Implement Asset			X					
	28C2	Time to Remove Asset								X
	28C3	Accuracy of Asset Inventory					X			
Operational Support Services	29C1	Quality & Timeliness of Reports					X			
	29C2	Data Backup/Archiving & Recovery Effectiveness					X			
	29C4	Disaster Recovery Plan Effectiveness			X					
Capacity Planning	30C1	Quality of Planning					X			
	30C2	Availability and Timeliness of Reports					X			
	30C3	Report Integrity					X			
System Services -- Domain Name Server	31C1	Availability		X					103.1.2	
	31C2	Latency		X					103.2	
	31C4	Periodic Reporting of DNS Table Entries					X			
Application Server	32C1	Availability								X

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Connectivity	32C2	Implementation Time			X					
	32C3	MTTR Backbone to Server network segment								X
	32C4	Network Loading			X					
Network Operations Display	32AC1	Availability					X			
	32AC2	Customer Satisfaction						X		
NMCI Security Operational Services – General	33C1	Accreditation			X					
	33C2C	Security integrity-Third Party Physical Inspections					X			
	33C2U	Security integrity-Third Party Physical Inspections					X			
	33C3C	Security integrity-Security Measures	106.4				X			
	33C3U	Security integrity-Security Measures	106.4				X			
	33C4C	Blocking of an Intrusion (user level) External					X			
	33C4U	Blocking of an Intrusion (user level) External					X			
	33C5C	Blocking of an Intrusion (root level) - External					X			
	33C5U	Blocking of an Intrusion (root level) - External					X			
	33C7C	Blocking of a data retrieval - Internal					X			
	33C7U	Blocking of a data retrieval - Internal					X			
	33C8C	Blocking of a data integrity attack - Internal					X			
	33C8U	Blocking of a data integrity attack - Internal					X			
	33C9C	Detection of Red Team Intrusion Attempts	106.1				X			
	33C9U	Detection of Red Team Intrusion Attempts	106.1				X			
Information Assurance Operational Services - PKI	34C1A	Certificate Validation	103.5							
	34C1C	Certificate Revocation			X					
	34C1U	Certificate Revocation			X					
	34C2C	Ability of one NMCI user to obtain the DOD Public Key Infrastructure X.509 certificate of another NMCI user			X					

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	34C2U	Ability of one NMCI user to obtain the DOD Public Key Infrastructure X.509 certificate of another NMCI user			X					
	34C3C	User registration for DOD Public Key Infrastructure within NMCI			X					
	34C3U	User registration for DOD Public Key Infrastructure within NMCI			X					
	34C4	Interoperability	101							
Info Assurance Operational Services - SIPRNET Access	35C1	SIPRNET Access Availability							103.2	
	35C2	SIPRNET Access Verification	106.1, 106.4							
	35C3	Interoperability	101							
	35C4	Customer Satisfaction						X		
Information Assurance Planning Services	36C1C	Security Event Reporting	106.2							
	36C1U	Security Event Reporting	106.2							
	36C2C	Security Incident Response	106.3							
	36C2U	Security Incident Response	106.3							
	36C3C	Security Product Refresh			X					
	36C3U	Security Product Refresh			X					
	36C4C	Security Vulnerability Remediation	106.4							
	36C4U	Security Vulnerability Remediation	106.4							
Integrated Configuration Management	36AC1	Time to update CM system					X			
Integration and Testing	36BC1	Time to Configure Asset								X
	36BC2	Test Coordination with the Government								X
Technology Refreshment	36CC1B	Workstation Refreshment				X				
	36CC2B	Refreshment Timeliness			X					
	36CC3B B	Average Relative Performance of Refreshment Workstations				X				
	36CC3B R	Average Relative Performance of Refreshment Workstations				X				
	36CC3B T	Average Relative Performance of Refreshment Workstations				X				
	36CC3B W	Average Relative Performance of Refreshment Workstations				X				
	36CC4	Customer Satisfaction						X		
Technology Insertion	36DC1B	Demonstrated Benefit					X			
	36DC2B	Benefit Significance					X			

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Sea-Shore Rotation Support Training	37C1	Skill Maintenance and IT Professional Development				X				
	37C2	Core Competency Development				X				